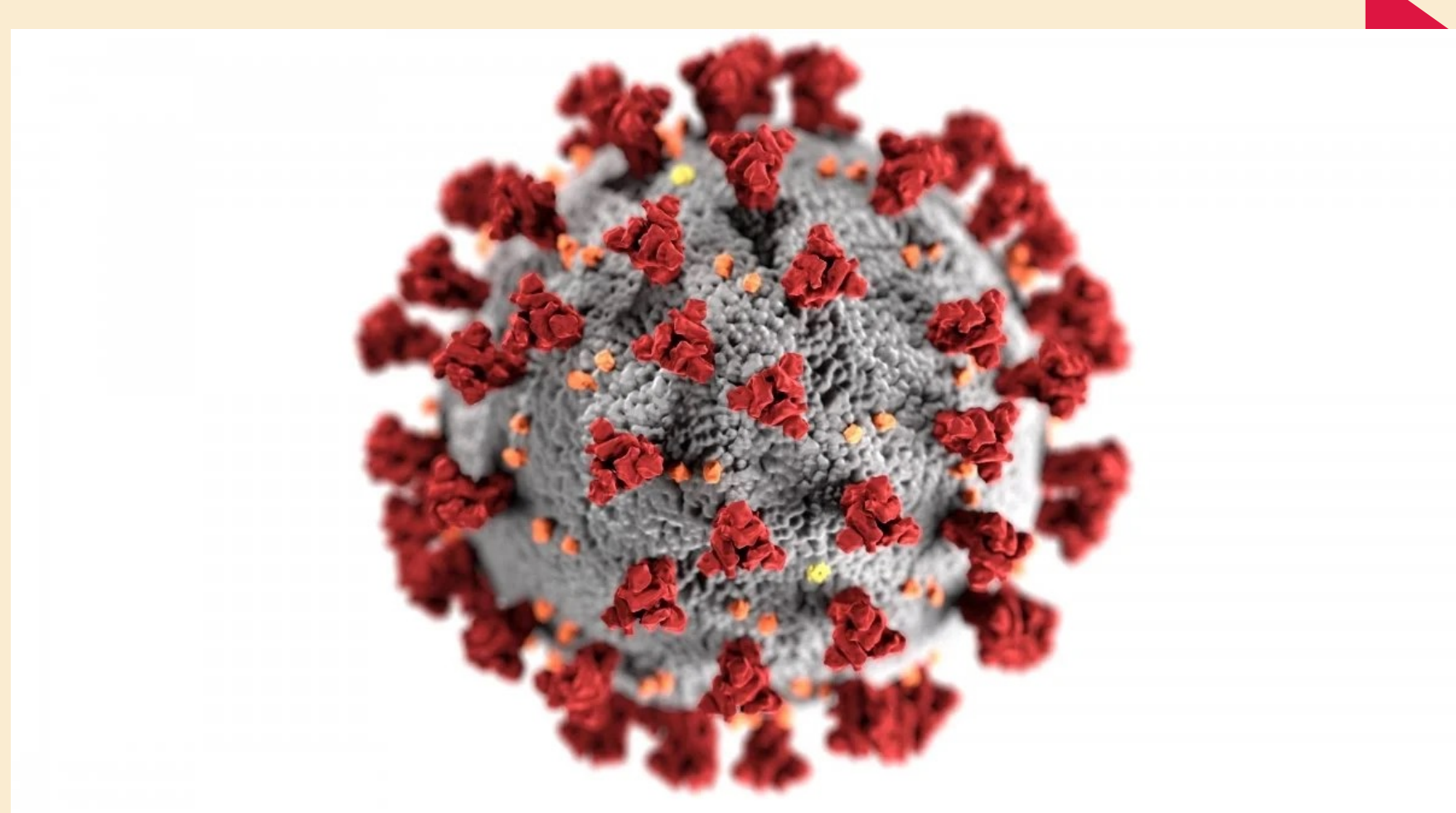


CONFLICT CAUSES WITHIN NURSING PROFESSIONALS DURING COVID19 PANDEMICS



01 INTRODUCTION

In 2019, the WHO warned about a new virus, SARS-CoV-2, identified in China. In five months this virus became a pandemic overwhelming health systems around the world. (Ribeiro, A.P, et al., 2020) The pandemic and direct proximity to infected patients affected the psychological well-being of health professionals, especially nurses, manifesting themselves with symptoms such as: stress, depression, anxiety, insomnia, fear, stigma and emotional exhaustion that were the cause of different types of conflicts. (Chigwedere, O. C., et. al., 2021) This study aims to identify the causes of conflict among nursing professionals during the Covid-19 pandemic.”



04 CONCLUSION

The main causes of conflicts identified were: exposure to high levels of stress; the limitation of existing resources; the difficulty in perceiving the roles played; working conditions; family management and the respective possibility of contamination; and the ethical conflicts constantly present during the lived context.

The results obtained may contribute to the identification of preventive measures/strategies to minimize ethical, personal and interprofessional conflicts among nursing professionals. It stands out: the need for training continues in order to avoid subjective decisions; the need for professionals specialized in the context; the importance of a good psychological and communication support network, the provision of resources and training for new roles in accordance with the reality experienced. (Falcó, P. A., et. al., 2023)

For Sahay et al (2022), creating a good environment; developing expectations according to the scenario experienced and creating good channels and efficient information systems are strategies that can be implemented in the future.

02 METHODOLOGY

A narrative literature review was carried out to answer the following research question: what are the causes of conflict among nursing professionals during the Covid-19 Pandemic?. The acronym PCC was used: Population - nurses; Concept - causes of conflict; Context - Covid-19 pandemic. The EBSCO platform was used, and a research was performed for studies published between 2019-2024 in full text. The PRISMA was used to select articles. For data extraction, a table was created with the following fields: authors; year; country; objective of the study; methodology; causes of conflicts and conclusion.

Narrative Literature Review

Research Question

What are the causes of conflict among nursing professionals during the Covid-19 Pandemic?

03 RESULTS

A total of 4 articles were obtained, published between 2021 and 2023, in countries such as the USA; Germany; Spain and Italy. According to Schulze et al (2022) general working conditions; the uncertainty between being infected and infecting others; concern for the residents of the geriatric unit and the management of their families; the inability to provide terminal care and the adequacy of care techniques were the main causes of conflicts that led to the degradation of the context and the psychosocial stress of nurses during the pandemic. Surabhi et al, (2022), after interviewing several nurses who worked during the pandemic, concluded that high levels of stress, limitations in existing resources and role conflicts (nurses being placed in different services than usual) were the main causes of felt conflicts. Other studies also found that scarcity/limitations of resources were reasons for conflicts/ethical dilemmas that nurses were faced with and did not have the capacity to respond to. (Falcó et al, 2020, 2023). Both studies mentioned ethical conflicts in intensive care units, highlighting: the ineffectiveness of treatments in critically ill patients with Covid-19; the restriction of life support; respect for patients’ autonomy; discriminatory criteria when admitting patients; the protection of professionals and the circumstances in which decision-making was made. Falcó et al (2023) further reinforces that the uncertainty about the evolution of the disease; the prognosis of patients; the effectiveness of the treatments applied and the high demand for healthcare by the population, generated significant ethical conflicts.



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